



**The North Coast**

**County Water District**

**Is Seeking A New**

**Assistant General Manager**

**– Field Operations**



### ***A Unique Opportunity***

*Serving 40,000 customers in the San Francisco Bay Area coastal town of Pacifica, the North Coast County Water District (NCCWD) has created the new position of Assistant General Manager – Field Operations to oversee the operation and maintenance of the District's Field Operations. The NCCWD is seeking a collaborative, conscientious and customer-service oriented leader to help transition the District into the 21<sup>st</sup> century.*

## THE COMMUNITY



Pacifica, California, where every day is another day in paradise! Located just 15 minutes south of downtown San Francisco along one of the most beautiful stretches of California's coast, Pacifica offers residents and visitors a natural world of enchanting beaches and hillsides. A journey into the protected hillsides overlooking this scenic coastal town offers the best views of the Pacific Ocean that anyone could possibly imagine. Nature lovers can also experience the hidden treasures of the miles of public beaches and breathtaking coastal bluffs. Sports and recreational enthusiasts can try their luck at one of Pacifica's world famous fishing spots, enjoy playing 18 holes of golf in a spectacular setting, or go hiking, biking, hang gliding, parasailing, surfing or crabbing.

The Pacifica Visitor's Center offers recordings of majestic whales and dolphins playing in the surf. You can arrange a short excursion by referencing the local trail guidebook. On display are a giant sea lion skeleton and an 8-foot long jawbone from a Baleen Whale. Visitor Center staff can also help plan a day trip to one of the numerous area attractions. Just minutes away is the world-famous "city by the bay". San Francisco offers tourists and area residents alike such points of interest as Fisherman's Wharf, Pier 39, the California Academy of Sciences, Union Square, Lombard Street, Golden Gate Park, and restaurants offering the finest cuisine on the west coast. You can also take a ferry to Sausalito, Tiburon, Angel Island or Alcatraz.

Depending on the season, sports fans can take in a Giants or 49ers game in San Francisco, or watch the A's, Raiders or Golden State Warriors in action in nearby Oakland. The region also offers some of the finest educational opportunities in the country, including Stanford University, UC Berkeley, San Francisco State, the University of San Francisco, and numerous local community colleges.

## THE DISTRICT

The North Coast County Water District provides water to the residents of the City of Pacifica. Since its first settlers arrived, the coastside had only groundwater wells and a few neighborhood utilities, cooperatives or private businesses that delivered well water. Following many water shortages and uncertain purity of the product, the community decided to seek another source of water for area residents – the Hetch Hetchy system that was serving San Francisco so well. An election on August 8, 1944 created the North Coast County Water District. This set in motion the legal steps necessary for piping in water that was being delivered to San Francisco. Today the Hetch Hetchy system delivers 100% of the water to the residents of Pacifica.

The NCCWD serves a populace of 40,000 with 13,000 residential and commercial connections. The District operates and maintains 20 storage tanks, both above ground and underground with a total storage capacity of nearly 23 million gallons – enough water to supply District customers with approximately seven days of water in the event of a disaster. The District is governed by a 5-member elected Board of Directors. The Board appoints a General Manager who provides oversight of the daily operation of the District with a staff of 21 full-time employees and a \$6.7 million operations and capital budget. The District currently maintains a reserve fund of \$4.2 million. A District Engineer reports to the General Manager, and is responsible for overseeing the design and construction of District projects.

Two Assistant General Managers (Administration and Field Operations) report to the General Manager. While the Assistant GM – Administration handles administrative duties relative to finances and customer service, the Assistant GM – Field Operations will provide oversight of the operation and maintenance of the water distribution system while supervising and training a staff of 11 employees.

Because NCCWD is a special district, it enjoys certain advantages unique to special district representation. The Board of Directors is directly elected by residents of the District. Fees and water rates are tied to the cost for providing service rather than being dependent on unrelated functions. Because this is a special district, highly skilled experts who recognize the needs of their community are responsible for the day-to-day operation of the district.

## CHALLENGES AND PRIORITIES

The District has identified the following opportunities that will require the expertise, energy and commitment of the new Assistant General Manager – Field Operations.

**Capital Improvement Plan** – For the first time in 30 years the District has incurred debt in the amount of an \$8.5 million bond to fund six capital improvement projects which must be completed in three years. The new Assistant GM must keep these projects moving while keeping the community informed in order to enhance the District's public image. The projects include repairs to several storage tanks and surrounding access areas. The District is also phasing out all

redwood storage tanks and replacing them with welded steel tanks. A 200,000 gallon storage tank in the Pedro Point area will be replaced by a new 12-inch diameter transmission pipeline to provide water service and fire protection to the area. A need also exists for improved facilities in the south end of Pacifica in the event a disaster prohibits access between the north and south ends of town. An additional project provides for the construction of a maintenance building, shelters and bins for equipment and materials in the San Pedro Valley Corporation Yard.

**Chloramine Conversion** – The San Francisco Public Utilities Commission, which provides water through the Hetch Hetchy system to the District, is switching from chlorine to chloramine disinfections for drinking water. Chloramine is a combination of chlorine and ammonia that is considered a better disinfectant. The Assistant GM will assist the District in providing for a smooth conversion to this new disinfections system.

**New District Headquarters** – As a result of recent seismic studies, the District has determined that the current administration building must be replaced by a new facility. Construction could start as early as 2004. The Assistant GM will play a key leadership role in the planning and construction of the new District headquarters.

Visit the District website at: [www.nccwd.com](http://www.nccwd.com)

## THE IDEAL CANDIDATE

### Qualifications and Competencies

The Assistant General Manager – Field Operations will be a highly skilled individual with extensive management and administrative skills, and have a solid understanding of the principles pertaining to the planning and delivery of water services, while supervising and coordinating the general maintenance of the water distribution system and laboratory facilities. The Assistant GM will have pertinent knowledge of state, federal, and local water laws and regulations, and will be familiar with environmental issues associated with water treatment and distribution. The ideal candidate will have an understanding of maintenance issues as they relate to a coastal environment. The Assistant GM must be able to work effectively with both executive management and staff and also interface frequently with public officials, state/federal/local agencies, other public/private organizations, and the general public. Conceptual knowledge of information technology as it pertains to public utilities is essential. Budget preparation and management skills are also required. The ideal candidate is a strategic thinker capable of implementation through teamwork and collaboration. He/she will help develop an organizational plan to provide for positive growth and development of the District as it transitions into the 21<sup>st</sup> century. In the absence of the General Manager, the Assistant GM will assume responsibility for the District.

### Experience and Education

Any combination of education and experience that provides the required knowledge and abilities is qualifying, which could include: A Bachelor's degree in a relevant field and substantial experience in water works operations and maintenance, including at least five years in a supervisory capacity. Possession of a Grade II or higher Water Treatment Operator's Certificate issued by the California Department of Health is preferred. Lab certification and an understanding of the use of chloramine as a disinfectant is desired. Possession of a valid California driver's license and insurability is required.

### Personal Attributes

In addition to the foregoing requirements, District leaders have identified the following additional abilities and skills that the ideal candidate will possess:

- Inclusive, team-building management style
- Strong interpersonal skills
- Excellent communication/presentation skills
- Visionary with strategic orientation and ability to anticipate issues and problems
- Commitment to customer service, both internal and external
- Attention to detail
- Self starter
- Not a "yes" person
- The ability to lead subordinates and direct staff/values employees
- Politically astute
- Community aware/active in community
- Welcomes challenges
- Honest





## COMPENSATION

Salary is negotiable depending on qualifications

A very competitive benefit program includes:

- Public Employees Retirement System (PERS 2.7% @ 55)
- Medical, Dental and Vision Insurance (District pays premiums for employee and dependents)
- Long-term Disability, Long Term Care, and Group Term Life Insurance
- Medical benefits paid by employer upon retirement at age 55 with at least 12 years of service
- Two weeks plus one day vacation after one year of service, plus five management leave days per year
- 11 paid holidays plus two floating holidays
- Generous sick leave allowance
- Employee Assistance Program
- Deferred Compensation Plan available



## APPLICATION AND SELECTION PROCEDURE

To be considered for this challenging and rewarding career opportunity, please submit a cover letter, your resume with a list of three work-related references and current salary by **Friday, January 9, 2004**. Resume should reflect years **and** months of positions held, as well as size of staff and budgets you have managed. Send materials care of Kris Kristensen/Stuart Satow to:



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241 Lathrop Way  
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Following the final filing date, resumes will be screened in relation to the criteria outlined in this brochure. Candidates deemed to have the most relevant background will be invited to participate in a preliminary screening interview with the consultants in mid-January. The District will then select semi-finalists to participate in District interviews in early February. An appointment is expected in late February, after follow-up interviews with finalists and extensive reference/background checks to be coordinated with the candidates.

